User Guide for the North Carolina Justice Academy's Online Training Portal

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Browsers
The online training works best in the latest version of Internet Explorer.

Contact Information
Contact Anthony Aycock at aaycock@ncdoj.gov for technical support or Kristi Jernigan at kjernigan@ncdoj.gov for content support. They are normally available between 8:00am – 5:00pm Monday – Friday. They will get back to you as quickly as possible. You may also call the Academy at 910-525-4151 to speak to them or leave a message.

New User
1. Go to our portal site at: https://ncja-portal.acadisonline.com.
2. Click on   WebForms under the "Resources" tab on the right side.
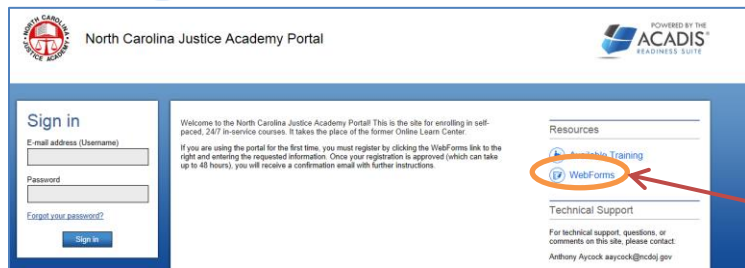
3. Click on "New User Registration," complete it and then click "Done" at the bottom of form.
4. Within 48 hours you should receive an email containing your user name which is your email and a computer generated password from the NCJA system administrator.
5. After receiving this email, you can go to https://ncja-portal.acadisonline.com and enter your user name and assigned password.
6. Agree to the "User Acceptance Policy."
7. Create your own password. Please keep in a secure place. Continue.
8. Edit your profile if applicable. This information is from the data you provided on the WebForm.
9. Go to the top of page, click on "Training and Events" tab and then click on "Browse or Sign Up for Training."
10. You will see a list of all available courses. (We are continually adding new courses.)
11. Choose the course you wish to take by clicking on it. See diagram on next page.
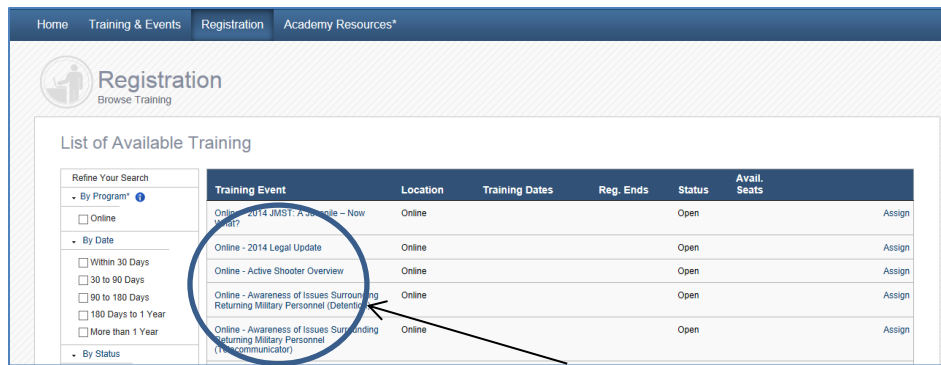
12. Click "Assign to Event."
13. Choose "Launch Now." Your course will begin in a new window. Please be patient – depending on your Internet speed connection, this could take a couple of minutes.
14. Complete the course by clicking the "Next" button on the slides.

Existing User:

1. Go to the portal: https://ncja-portal.acadisonline.com.
2. Log in with user name (email) and password.
3. You will see "My Profile," "Only Training in Progress," "Certifications," "Employment," and "Courses I have already completed" on the Home page.
4. Go to the top of page, click on "Training and Events" tab and then click on "Browse or Sign Up for Training."
5. You will see a list of all available courses. (We are continually adding new courses.)
6. Choose the course you wish to take by clicking on it.
7. Click "Assign to Event."
8. Choose "Launch Now." Your course will begin in a new window. Please be patient – depending on your Internet speed connection, this could take a couple of minutes.
9. Complete the course by clicking the "Next" button on the slides.

- **Handouts** – Your course will have at least one handout – the Student Lesson Plan. You will be given an opportunity to download it for your use. You may need to click the "Play button": [▶] to re-start the course after downloading handouts.
- **Videos** – Videos will automatically start on the appropriate slide. The "Next" button will not appear until you have had time to watch the video. Please do not click "Next" until you have completed the video.
- **Tests** – Each course contains a pre-test and knowledge checks which are not graded. The post-test, at the end of the course, is graded. You must make 70% or better to pass the course.
   o If you fail the test, you have one more opportunity to take the course and test again.

- When you choose to re-take the course, log into https://ncja-portal.acadisonline.com and you will be able to take the course again. If you fail the test a second time, you will need to take the course in a traditional manner.
- **Evaluations** – After the post-test, you will be given a link to Survey Monkey. We need you to complete this survey so we will know how to serve you better.
- **Certificates** – When you complete and pass the course, log into https://ncja-portal.acadisonline.com.   On the home page, scroll down and under "Certifications," find the course. Look to the far right and print your certificate.
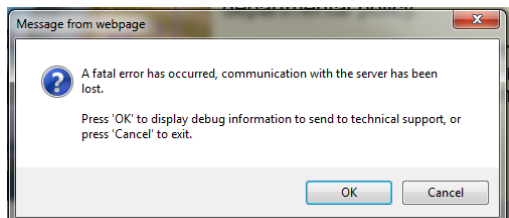
Certifications					
Name	**Type**	**Issue Date**	**Expiration**	**Status**	
Human Trafficking Protocols for Law Enforcement	Training Requirement	09/04/2014		Active	Print
Officer Safety: Responding to Crimes Off-Duty 2014 In-Service	Training Requirement	08/29/2014		Active	Print
Responding to Individuals with Mental Illness 2013 In-Service	Training Requirement	09/02/2014		Active	Print

If you need to exit the course before completion:

Click on the "Exit button": ☒ in the bottom left corner of the slide.

When you are ready to re-start the course, log into https://ncja-portal.acadisonline.com and click on "Continue" button, it will begin on the slide that you exited.

If you receive this message:

Message from webpage

A fatal error has occurred, communication with the server has been lost.

Press 'OK' to display debug information to send to technical support, or press 'Cancel' to exit.

OK   Cancel

Click ok. If it closes you out of the course, then just login in again. This message occasionally occurs due to a loss in connectivity with the user and the Acadis Portal.

If you forgot your password:

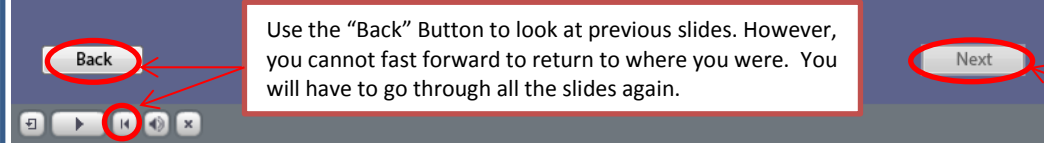Click on "Forgot your password". Enter your email and you will be sent a new computer generated password.

Sign in

E-mail address (Username)

Password

Forgot your password?

Sign in

Navigation button explanations:

Back

Use the "Back" Button to look at previous slides. However, you cannot fast forward to return to where you were. You will have to go through all the slides again.

Next

This button will appear when you can advance to the next slide.

Rewind button – It will take you back to the first slide and you will have to watch the entire course. You cannot fast forward to where you left off.

Play/Pause button – If at any time your course does not advance, please press the play button. This sometimes happens after downloading documents. If you need to pause the course, you may click the pause button.

Volume button – You can mute the volume with this button.

Exit button – Use when you wish to exit the course.